



## **Course Cancellation and Refund Policy**

Coeus Education Ltd reserve the right to cancel a training course or INSET day where it is either (a) financially unviable or (b) the quality is likely to be impacted through low numbers or other unavoidable changes.

### **Limit of Liability**

Coeus Education is only limited to the moneys that have been paid for course attendance (ie. the course fee). Costs incurred by schools in relation to the cancellation (ie. travel, accomodation or supply) are NOT automatically covered by our policy.

### **Refund Process**

Where a course is cancelled or changed, participants will be notified by Signed-for 1st Class post only. Within a further seven working days they will be sent a refund claim form. Once the form is received back, a payment will be made by BACs within 30 working days.

Claims are not automatically refunded by the original method.  
This is to avoid fraudulent or innappropriate claims.

### **Discretion and Fairness**

As a company we will follow these procedures in all cases.  
This is to ensure transparency and fairness for all.

However, in extremely rare cases ,discretion may be allowed. This would only be in the case where the policy has had an adverse or detrimantal affect on a particular institution.